



# Office of Resolution Management Strategic Plan FY 2006 - 2010



## Goals

## Objectives

### 1. Prevention

Implement a prevention program that ensures employees and managers understand the characteristics of a healthy work environment and have the tools to address workplace disputes.

1.1 Develop and implement education and training programs to address workplace disputes.

1.2 Develop, update and market the use of data to increase understanding and improvement of the work environment.

1.3 Improve the value and use of Organization Climate Assessment Program (OCAP).

### 2. Early Resolution

Serve as a resource for resolution of workplace disputes.

2.1 Provide high quality, timely, and responsive EEO counseling and assistance to employees and managers at the facility and regional-levels.

2.2 Increase ADR activity in field facilities by Marketing, Advocating, and Promoting (MAP) ADR VA-wide.

2.3 Provide tools and resources to aid in early resolution of workplace disputes.

2.4. Implement assessment methodology to measure the effect of ADR initiatives.

### 3. Process Improvement

Improve the overall management of the EEO Complaint Process.

3.1 Improve the efficiency of the EEO complaint process.

3.2 Maintain an accurate electronic data management system.

3.3 Increase use of internal and external benchmarking to identify EEO "best practices."

3.4 Explore the possibility of combining positions to establish a Case Manager to provide a single point of contact for parties to a complaint.

3.5 Maximize use of authority to review cases and make procedural determinations more expeditiously.

3.6 Improve the transition of cases from ORM to EEOC and Office of Employment Discrimination Complaint Adjudication (OEDCA).

### 4. High Quality ORM Workforce

Recruit, develop, train and retain a highly competent and diverse workforce by promoting a positive work environment.

4.1 Develop effective employee training and education strategies.

4.2 Implement programs to become an "Employer of Choice" for current and future employees.

4.3 Ensure efficient and responsive ancillary business processes.